



ABSTRACT AND BIOGRAPHY

Bridging the Project Mgr/IT Staff Communications Gap

Do your System Administrators think the Project Manager spends her money in all the wrong places? Does your Project Manager think that the application developers have their priorities all wrong? Do the Project Manager and IT staff really come from different galaxies, or does it just seem that way?

A startlingly large number of IT projects fail, and many of the successes are, at best, marginal successes. Miscommunication is a major risk to any project, and the gap between Project Managers and Information Technology Professionals remains notoriously large. As a project progresses, gaps appear in the execution, priorities are misunderstood and teams find themselves working at cross-purposes...time is lost, funds are wasted, risk is increased and mission success is jeopardized.

Project Managers and IT Professionals approach problem-solving differently and they often define success differently. Shifting jargon ("Why does my developer keep talking about subverting management?"), disconnected priorities ("Doesn't my PM see the risk we are taking?") and the realities of money and security only complicate the issues.

The author has been on both sides of this gap. He will share his experiences as a frustrated IT professional, as an exasperated project manager and as a bridge-builder.

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Mr. Offenberg is an IT Project Manager for Stinger Ghaffarian Technologies at NASA's Goddard Space Flight Center. In this capacity, he is responsible for managing the Flight Projects Online Presence Consolidation Project.

Prior to his current position, Mr. Offenberg has been the Information Security Manager for the Mission Operations and Mission Support contract, the Information Management Lead and Webmaster for the James Webb Space Telescope project, and a member of the Ultraviolet Imaging Telescope science team. Mr. Offenberg has been a system administrator, scientific applications developer and website developer. Mr. Offenberg has participated in the GSFC Enterprise Architecture Servers and Services Technical Board, the GSFC Space Asset Protection Working Group and is a member of the Information Assurance at Goddard steering committee. Mr. Offenberg has worked for 7 companies (including his current employer) in 16-plus years at Goddard.

Mr. Offenberg is a Certified Information System Security Professional (CISSP™). He has a BA in Physics from Swarthmore College and an MS in Computer Science from the University of Maryland.